

DEPARTMENT OF HUMAN SERVICES
DIVISION OF JUVENILE JUSTICE SERVICES
POLICY AND PROCEDURES

Policy No: 05-08	Effective Date: 10/15/04	Revision Date: 07/31/12
Subject: Staff Supervision and Monitoring		

I. Policy Statement

Juveniles placed in the Division of Juvenile Justice Services facilities and programs shall be adequately supervised, and staff work hours shall be scheduled to provide adequate staff-to-juvenile ratios at all times.

II. Rationale

Sufficient staffing of facilities and programs is necessary to provide a safe and secure environment for staff, juveniles and the community.

III. Definitions

“Lead Staff” is the person assigned by the supervisor to be in charge of the shift and ensure all the duties are completed.

“Room Checks” are actions taken by the staff to make a visual observation of a juvenile while they are in a room for any reason.

“Electronic Scanner” is a device provided by the Division and used by staff to record/document that a room check has been completed.

IV. Procedures

A. Division supervisors are responsible for scheduling staff work hours in accordance with the following, to ensure proper facility/program coverage:

1. A minimum of one (1) staff, of each gender, shall be scheduled on each shift when there are coed juvenile populations.
2. A Counselor III shall be on duty during weekend and evening shifts, when possible and shall be considered lead staff during their shift.
3. Supervisors shall be available to work evening and weekend shifts, as needed for facility or program coverage.
4. A minimum of one (1) staff, that has completed, the Division’s crisis intervention training, Basic Academy, and all mandatory training, shall be on shift when possible.
5. There shall be a minimum of two (2) staff on duty when juveniles are in the facility or program.

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6. Supervision and staff coverage may be increased whenever there are special needs of juveniles' health, safety, and welfare.
 7. Staff-to-juvenile ratio shall be no less than one (1) direct-care staff per eight (8) juveniles when juveniles are awake.
 8. Staff-to-juvenile ratio shall be no less than one (1) staff per sixteen (16) juveniles during sleeping hours within the facilities.
 9. The supervisor [or their designee] shall assign one staff to be a lead staff for each shift per unit. The lead staff for each shift shall be clearly identified in writing on the facility/program's staff schedule. If the assigned Lead is unavailable, another staff will be assigned as Lead and that assignment will be documented.
 10. The supervisor [or their designee] shall assign one staff to administer medication for each shift, and that assignment shall be clearly identified in writing on the facility/program's staff schedule.
 11. Each staff delegated a specific duty during a shift shall ensure that the duty is performed and documented.
- B. Staff shall follow guidelines for the monitoring and supervision of juveniles in their care. Juveniles shall not be left unsupervised at any time.
1. Staff shall make visual room checks at least once every fifteen (15) minutes, whenever juveniles are in their rooms for any reason. Staff shall take the following actions while conducting room checks. These actions include, but are not limited to:
 - a. Staff shall be no more than an arms length from the room housing the juvenile and look through the glass or window to observe the juvenile. When there is no window, staff shall open the door to visually observe the juvenile.
 - b. Staff shall document the time and who performed each room check on a Room Check form or with an electronic scanner.
 2. Staff shall conduct head counts or take a roster of juveniles at the beginning, during and at the end of each shift to ensure that juveniles are accounted for at all times.

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3. When juveniles leave the facility/program for off-site group activities, staff shall conduct head counts at the beginning, during and upon return to ensure that juveniles are accounted for at all times.
4. Staff responsible for supervision of juveniles during any time period shall not engage in any activity during that period which distracts them from their supervision of the juveniles.
5. Staff shall monitor juveniles at risk for suicide, according to Division Policy, 05-03, (Suicide Prevention).
6. Staff shall monitor juveniles who are in restraints, according to Division Policies, 05-06/05-07, (Use of Restraints and Use of Force).

V. Continuous Renewal

This policy shall be reviewed every three (3) years to determine its effectiveness and appropriateness. This policy may be reviewed before that time to reflect substantive change.


This policy has been reviewed by the Board of Juvenile Justice Services, and is approved upon the signature of the Director.



E. Mark Bezzant, Chair
Board of Juvenile Justice Services

07/31/12

Signature Date



Susan Burke Director
Division of Juvenile Justice Services

07/31/12

Signature Date